

IOWA DEPARTMENT OF HUMAN SERVICES
hawk-i Program
PO BOX 71336
DES MOINES, IA 50325-9958

<MEMBER NAME>
<ADDRESS 1>
<ADDRESS 2>
<CITY>, <ST> <ZIP>



<Date>

<Case Number>

Important Update About Your Child's/Children's Health Plan

CONFIRMATION OF COVERAGE

We recently notified you about a change in your child's/children's Managed Care Organization (MCO). Your child/children were previously enrolled with AmeriHealth Caritas, which is no longer participating in the **hawk-i** program. You received a letter in the mail, which tentatively assigned your child/children to UnitedHealthcare. This letter also said you could change your child's/children's MCO to Amerigroup Iowa until March 1, 2018. **This has changed.**

Amerigroup Iowa has informed the Department they will not take any new members. This choice is no longer an option. The Department has put in place a temporary suspension of MCO choice.

Effective December 1, 2017, your child/children have coverage through UnitedHealthcare.

You may contact them at 1-800-464-9484, or visit <http://www.uhccommunityplan.com>.

What to Expect:

Soon your child/children will receive your member ID card from UnitedHealthcare in the mail. Keep an eye out for this. You will show this card when your child/children receive services, or go to the doctor for example.

In the future you will be able to choose from multiple MCOs. You will be notified when that choice is available. Until then, you must have a 'good cause' reason to change your child's/children's MCO.

For more information on 'good cause,' and this transition, please call **hawk-i** Customer Service at **1-800-257-8563**.

We are working diligently to make sure this transition is as smooth as possible, and to identify and address areas of concern.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.

Healthy and Well Kids in Iowa
P.O. Box 71336, Des Moines, IA 50325-9958
Questions? Call **hawk-i** customer service at 1-800-257-8563 Monday-Friday, 8 a.m. to 6 p.m.
www.hawk-i.org

State ID Number	Member Name	MCO	MCO Phone Number
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>

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Llame al 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.